

RMA NUMBER REQUEST FORM

RMA Number: _____ Authorized by _____
Customer Name/Code: _____ Customer PO# _____ Contact: _____ Phone Number: _____
Fax Number: _____ Url _____ Customer Address: _____

CHIMA ITEM #	ITEM Description	QTY	INVOICE #	SERIAL #	Problem Description

➤ Please read carefully and fax to +86 755 83016321

Stephen Technologies(Also known as CHIMA) offers a one-year warranty on all products unless stated otherwise in the sales confirmation and or the invoice sent to the customer on each deal. Products returned after the ONE YEAR period following the date of sales will be returned with no further explanation. If a shipment received by the Customer contains damaged, non-working or defective merchandise caused during transport, Stephen Technologies shall not be held liable. Customer is responsible for all damages to the purchased equipment from the moment the merchandise leaves either Stephen Technologies' warehouse or where it is picked up FOB by the Customer. If the Customer receives merchandise that is damaged, non-working or defective caused prior to transport, Stephen Technologies will during the ONE YEAR warranty period replace the defective product, and ship the replacements together with the shipment of a re-order. All and any cost occurred for the replacements on **REGULAR** basis shall be furnished by Stephen Technologies alone. If the Customer receives merchandise that is damaged, non-working or defective caused prior to transport ,and if the customer request replacements on an **URGENT** basis, Stephen Technologies will make every effort to prepare the replacements and ship them within 2 weeks by receipt of a RMA order. All and any cost occurred for the replacements on urgent basis shall be furnished by the customer. Prior to sending back defective products to Stephen Technologies, a RMA number must have been issued in the Customers favor. To obtain a RMA number, the Customer must fill out this RMA form and either email it to rma@stephen-tele.com or print out the form and fax it to Stephen Technologies at +86 755 83016321.Any returned products received by Stephen Technologies without a RMA number will be shipped back to the customer with no further explanation. All returns must be gathered, and shipped to Stephen Technologies until the customer place a re-order. Shipping charge for returns should be prepaid by customer. The issued RMA number must be clearly referenced on the shipping label. The issued RMA number will be valid for 30 days. All defective product(s) must be returned in its original packaging fully complete and including all accessories i.e. cables, AC adaptor, battery unless agreed upon otherwise.

Customer Signature: _____ Date: _____ Thank you for your cooperation, Stephen Technologies Co.,Limited